

Commercial Shopping Cart Training Guide

Citizen Access Portal offers a new payment feature for our customers, the ***Shopping Cart***.

Customers will have the option to select which fees to pay, now or later, on the Application record or on the Permit record.

- If you choose to pay on the application record you will be able to see the fees on all the associated permits linked to the application.
- If you choose to pay on the permit you will be able to see only the fees associated with the specific permit.

Using Citizen Access Portal Shopping Cart feature

There are multiple methods for finding the application/permit record listed below:

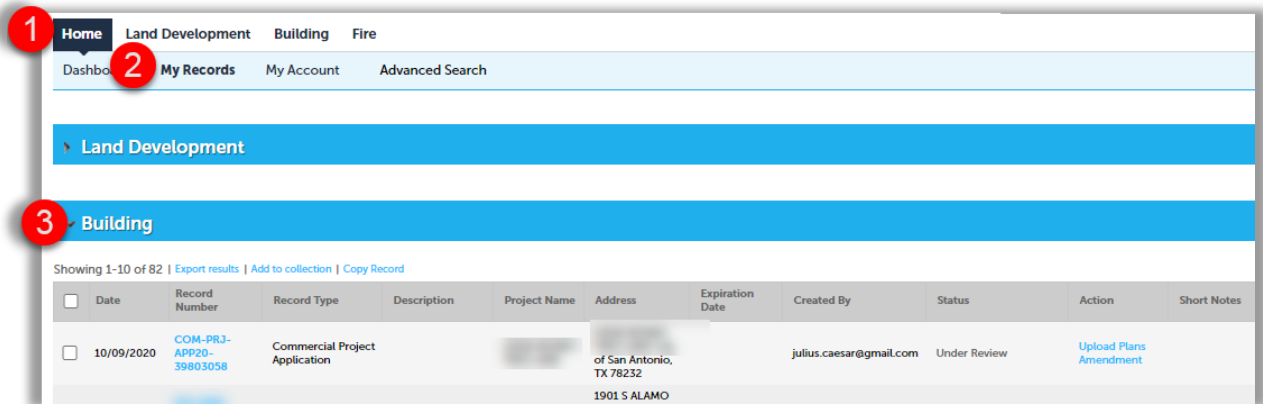
1. **After** login to your Citizen Account Portal, **type** the application/permit record number in the Global Search field (#1) to find the fees for which you are paying. **After** typing the application/permit record number, **click** the green magnifying glass (#2).



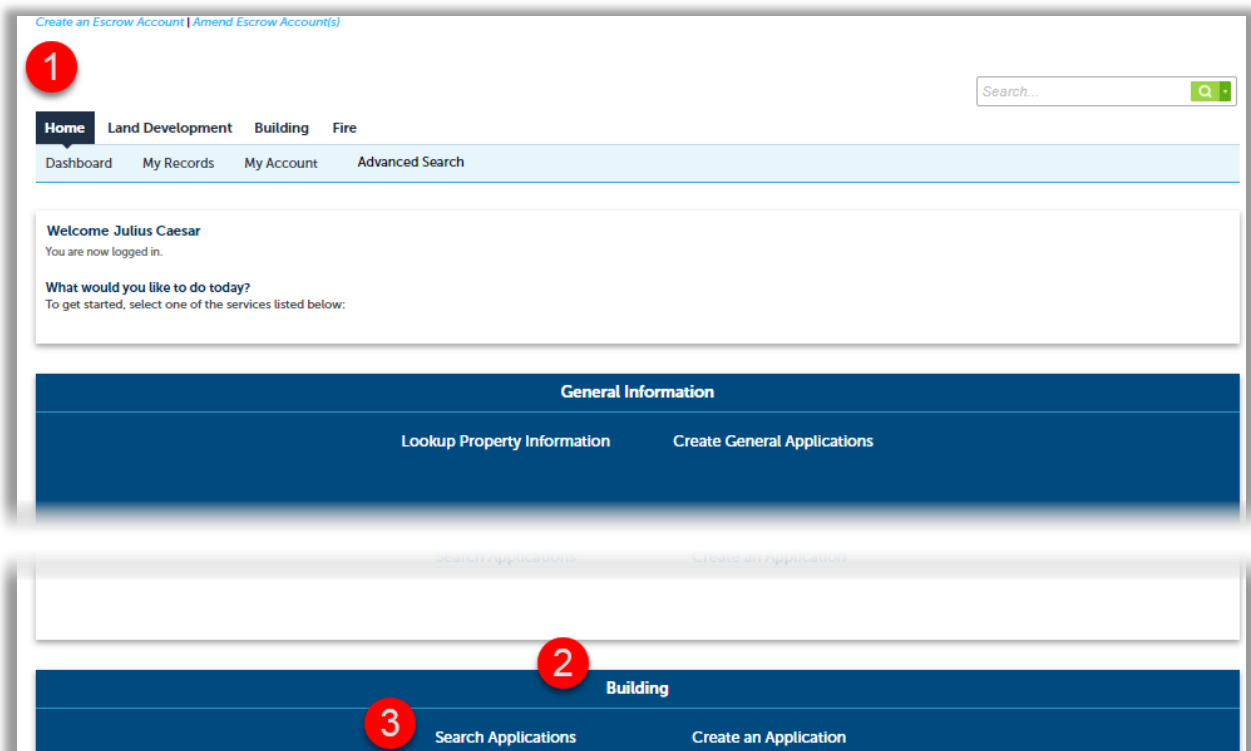
2. Search for the application/permit record using the My Records tab. **Click** the Home Tab (#1). **Click** My Records (#2). **Click** the Building Module (#3) and locate the applicable application/permit record for which you want to pay fees.



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3. From the Home page (#1), **scroll** to the Building Module (#2). **Click** Search Applications (#3).



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The Building Module Records page displays (#1). Locate the Commercial Application/Permit for which you want to pay fees (#2). Navigate to the Action column located at the far right of the page (#3). **Click** the Pay Fees Due link(#4). *Tip: blue text is an indicator of a hyperlink.*

Home Land Development **Building** Fire

Search Applications Create an Application

Records

Showing 11-20 of 82 | Export results | Add to collection | Copy Record

	Date	Record Number	Record Type	Description	Project Name	Address	Expiration Date	Created By	Status	Action	Short Notes
<input type="checkbox"/>	08/20/2020	COM-PBJ-APP20-39802524	Commercial Project Application		TRAIL City of San Antonio, TX 78247			julius.caesar@gmail.com	Under Review	Pay Fees Due Amendment	
<input type="checkbox"/>	08/20/2020	REP-MBR-APP20-35000637	Minor Building Repair Application		MAYPOLE City of San Antonio, TX 78222			julius.caesar@gmail.com	Under Review	Pay Fees Due Amendment	

- After clicking the Pay Fees Due link, you are taken directly to the Application Fees page (shown below).

Home Land Development **Building** Fire

Search Applications Create an Application

Application Fees

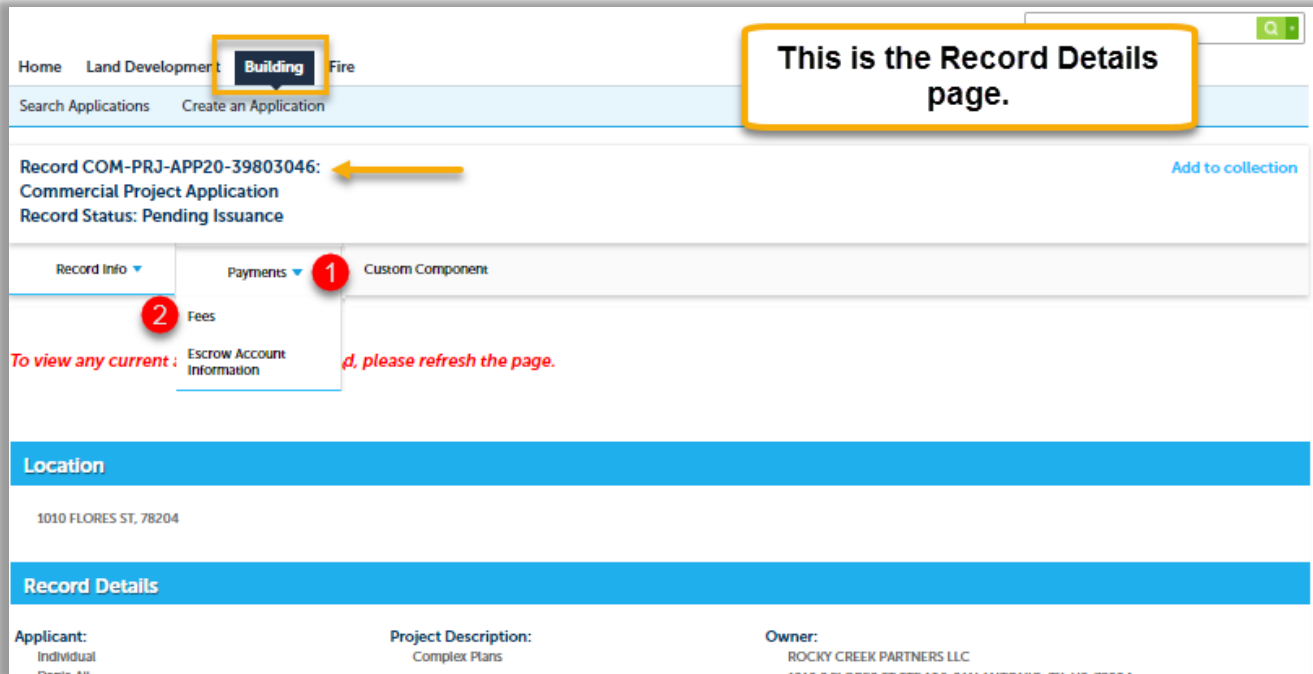
Fees	Qty.	Amount	
COM-BLG-PMT20-40200510 - Comm New Building Permit			Pay Later
Base Fees			Pay Later
Permit Commercial Building New Fee (i) (Invoice #:71971)	1000	\$100.00	
Surcharge Development Services Fee (i) (Invoice #:71971)	1	\$3.00	
Surcharge Technological Improvement Fee (i) (Invoice #:71971)	1	\$3.00	
Electrical Fees			Pay Later
Permit Electrical Fee (i) (Invoice #:71976)	100	\$100.00	
Surcharge Development Services Fee (i) (Invoice #:71976)	1	\$3.00	
Surcharge Technological Improvement Fee (i) (Invoice #:71976)	1	\$3.00	
Gas Fees			Pay Later

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Alternate way to view and pay fees:

Payment of Fees – Application Record

1. After locating the Record and choosing it, the Record Details page displays (shown). **Scroll** to the navigation bar to locate the Payments drop-down menu arrow. **Click** Payments drop-down menu arrow (#1). Click Fees (#2).



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View Fees Details

1. The Fees page displays (shown). All Outstanding and Paid fees for the record display (shown). **Click** View Fees Details (#1).

Record COM-PRJ-APP20-39803046:
Commercial Project Application
Record Status: Pending Issuance

Record Info ▾ **Payments ▾** Custom Component

To view any current activity on this Record, please refresh the page.

Fees

Outstanding:

Date	Invoice Number	Amount	
10/09/2020	72020	\$3.00	View Fees Details
10/09/2020	72020	\$3.00	
10/09/2020	72018	\$3.00	
10/09/2020	72018	\$3.00	
10/09/2020	72019	\$3.00	

Total outstanding fees: \$111,342.40

Paid:

Date	Invoice Number	Amount	
10/08/2020	71633	\$100.00	View Details
10/08/2020	71633	\$100.00	View Details
10/08/2020	71633	\$100.00	View Details
10/08/2020	71633	\$100.00	View Details
10/08/2020	71633	\$12.00	View Details

Total paid fees: \$424.00

Annotations:

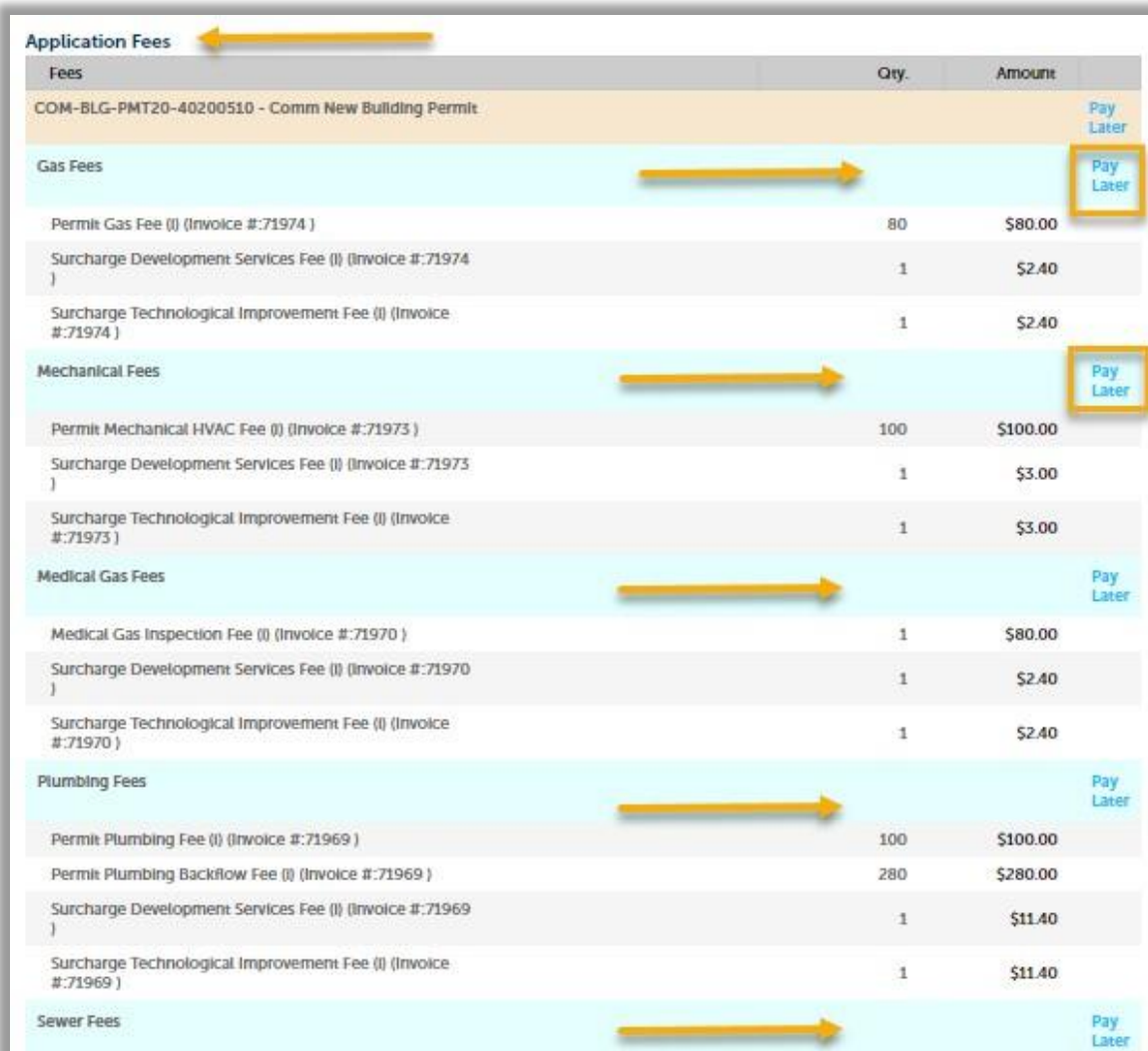
- 1**: Points to the [View Fees Details](#) link in the Outstanding fees table.
- Move forward and back to view all fees outstanding.**: Points to the pagination controls for the Outstanding fees table.
- Move forward and back to view all fees paid.**: Points to the pagination controls for the Paid fees table.

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Shopping Cart

The Application Fees page displays (Shopping Cart). All fees display on this page. The customer has the option to select the fees they would like to pay by utilizing the [Pay Later](#) option located at the far right of the page (shown).

The screenshot below is **before** choosing any fees to *Pay Later*.



Application Fees			
Fees	Qty.	Amount	
COM-BLG-PMT20-40200510 - Comm New Building Permit			Pay Later
Gas Fees			
Permit Gas Fee (I) (Invoice #:71974)	80	\$80.00	Pay Later
Surcharge Development Services Fee (I) (Invoice #:71974)	1	\$2.40	
Surcharge Technological Improvement Fee (I) (Invoice #:71974)	1	\$2.40	
Mechanical Fees			
Permit Mechanical HVAC Fee (I) (Invoice #:71973)	100	\$100.00	Pay Later
Surcharge Development Services Fee (I) (Invoice #:71973)	1	\$3.00	
Surcharge Technological Improvement Fee (I) (Invoice #:71973)	1	\$3.00	
Medical Gas Fees			
Medical Gas Inspection Fee (I) (Invoice #:71970)	1	\$80.00	Pay Later
Surcharge Development Services Fee (I) (Invoice #:71970)	1	\$2.40	
Surcharge Technological Improvement Fee (I) (Invoice #:71970)	1	\$2.40	
Plumbing Fees			
Permit Plumbing Fee (I) (Invoice #:71969)	100	\$100.00	Pay Later
Permit Plumbing Backflow Fee (I) (Invoice #:71969)	280	\$280.00	
Surcharge Development Services Fee (I) (Invoice #:71969)	1	\$11.40	
Surcharge Technological Improvement Fee (I) (Invoice #:71969)	1	\$11.40	
Sewer Fees			
			Pay Later

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In this example, the [Pay Later](#) (Shopping Cart) option was selected for all fees except Base Fees and Sewer Fees (shown below). Note: Once "[Pay Later](#)" is clicked the selected Fees will disappear from the screen.

At the end of the Application Fees page, and after selecting the fees to pay, the Continue Application tab displays. **Click** [Continue Application](#) to continue the payment process (#1).

The screenshot below is **after** choosing fees to [Pay Later](#).

Fees	Qty.	Amount	
COM-BLG-PMT20-40200510 - Comm New Building Permit			Pay Later
Base Fees			Pay Later
Permit Commercial Building New Fee (i) (Invoice #:71971)	1000	\$100.00	
Surcharge Development Services Fee (i) (Invoice #:71971)	1	\$3.00	
Surcharge Technological Improvement Fee (i) (Invoice #:71971)	1	\$3.00	
Sewer Fees			Pay Later
Permit Sewer Fee (i) (Invoice #:71972)	1	\$100.00	
Surcharge Development Services Fee (i) (Invoice #:71972)	1	\$3.00	
Surcharge Technological Improvement Fee (i) (Invoice #:71972)	1	\$3.00	
TOTAL FEES: \$212.00			
<div>1 Continue Application »</div>			

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Payment Process

1. After Continue Application is clicked, the Payment Options page displays (shown). **Click** the button to the left of your method of payment selection (credit card or escrow account) (#1).
2. Next, **click** Submit Payment (#2).

Home Land Development **Building** Fire

Search Applications Create an Application

Please select a payment method and then fill in all required information.
The available payment methods are:

- Credit Card
- Bank Account
- Escrow Account

* indicates a required field.

Payment Options

1 Amount to be charged

☒ Pay with Credit Card or Bank Payment
☐ Pay with Escrow Account

Select method of payment.

2 Submit Payment »

3. The Payment page displays. **Click** the button to the left of payment selection: Credit Card or Electronic Bank Payment (shown). Next, **confirm** the amount that displays.
4. **Click** Continue Payment (#1).

Welcome to the City of San Antonio

CITIZEN ACCESS for SAN ANTONIO

How would you like to make the payment?

☒ Credit Card ☐ Bank Payment

Payment Amount : \$212.00

1 Continue Payment >>

Cancel

Confirm amount.

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5. The Online Invoice Payments page displays (shown). We are using a credit card example. **Select** credit card type; **type** credit card information; **select** Expiration Date. Next, **click** Make Payment”.

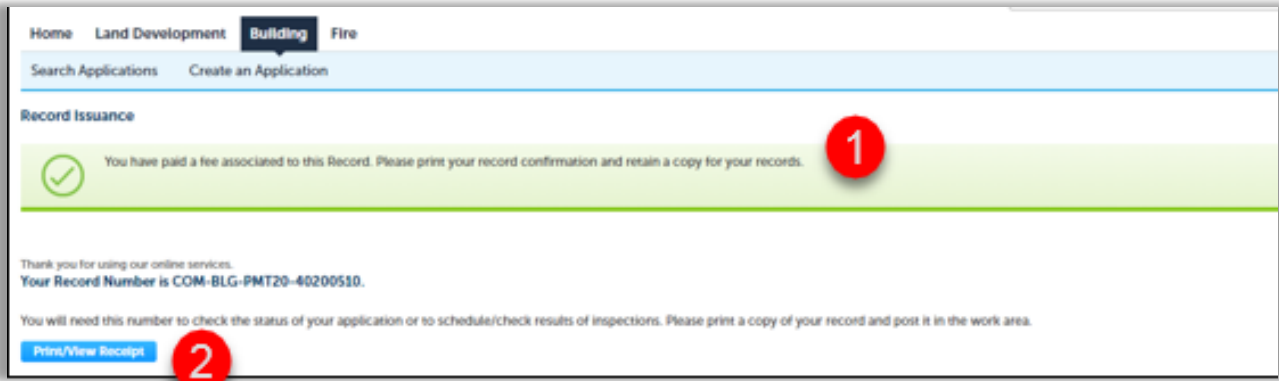
The screenshot shows the 'Online Invoice Payments' page. At the top, there's a dark header with the title. Below it, a light blue box contains the 'Payment from credit card' option, which is selected with a radio button. To the right of this box, a yellow callout box contains three instructions: '1) Select credit card type.', '2) Type credit card number.', and '3) Use drop-down to select expiration month and year.' Below the instructions, the 'Card Type' is set to 'Master Card' in a dropdown menu. The 'Card Number' is '5555444444444444'. The 'Expiry Date' is set to '02' for the month and '2023' for the year, both in dropdown menus. Below these fields, a message states: 'After clicking Make Payment, please do not refresh the page or press the back button on your internet browser.' To the right of this message, the 'SubTotal' is '\$100.00' and the 'Total' is '\$100.00'. At the bottom right, there is a blue 'Make Payment' button. At the bottom center, there is a yellow button labeled 'Click Make Payment.'.

6. The Online Invoice Payment page displays briefly (shown). This is not the final receipt.

The screenshot shows the 'Online Invoice Payments' page. At the top, there's a dark header with the title. Below it, a light blue box contains the 'Payment from credit card' option, which is selected with a radio button. To the right of this box, a yellow callout box contains the text: 'Online Invoice Payment page displays briefly.' Below the callout box, the page shows a brief receipt summary. It includes a 'Receipt #' of '8410' and an 'Issued' date of '09-Oct-2020 03:39 PM'. Below this, there is a table with two rows. The first row has a 'Description' of 'Amount:\$100.00' and a value of '\$100.00'. The second row has a 'Description' of 'Amount:\$100.00' and a value of '\$100.00'. At the bottom right, there is a blue 'Make Payment' button.

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7. A green banner displays (#1) with the message: *You have paid a fee associated to this record. Please print your record confirmation and retain a copy for your records. Click Print/View Receipt (#2) to print or view your payment receipt.* Fees are now paid.



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Alternate way to view and pay fees:

Payment of Fees-Permit Record

1. The customer has the option to select the fees they would like to pay by utilizing the [Pay Later](#) (Shopping Cart) option. From the Record Details page (shown), **click** the Payments drop-down menu arrow (#1). Next, **click** Fees (#2).

Home Land Development **Building** Fire

Search Applications Create an Application

This is the Record Details page.

Record COM-BLG-PMT20-40200150:
Commercial New Building Permit
Record Status: Fees Due

Record Info Payments Custom Component

Fees

Escrow Account Information

To view any current... d, please refresh the page.

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View Fees Details

1. The Fees page displays (shown). **Click** View Fees Details link (#1).

Record COM-BLG-PMT20-40200510:
Commercial New Building Permit
Record Status: Fees Due

Record Info Payments Custom Component

To view any current activity on this Record, please refresh the page.

Fees

Outstanding:

Date	Invoice Number	Amount
10/09/2020	71967	\$3.00
10/09/2020	71962	\$2.40
10/09/2020	71962	\$2.40
10/09/2020	71967	\$3.00
10/09/2020	71964	\$3.00

Total outstanding fees: \$1,102.40

< Prev Additional Results: 1 2 3 4 5 Next >

1 View Fees Details

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Shopping Cart

1. All Fee Details display (shown). **Click** [Pay Later](#) (Shopping Cart) option to select fees to pay (example shown: [Pay Later](#) selected for all fees except Base Fees and Electrical Fees). Next, **click** [Continue Application](#) (shown).

Application Fees		
Fees	Qty.	Amount
COM-BLG-PMT20-40200510 - Comm New Building Permit		Pay Later
Base Fees		Pay Later
Permit Commercial Building New Fee (i) (Invoice #71963)	1000	\$100.00
Surcharge Development Services Fee (i) (Invoice #71963)	1	\$3.00
Surcharge Technological Improvement Fee (i) (Invoice #71963)	1	\$3.00
Electrical Fees		Pay Later
Permit Electrical Fee (i) (Invoice #71968)	100	\$100.00
Surcharge Development Services Fee (i) (Invoice #71968)	1	\$3.00
Surcharge Technological Improvement Fee (i) (Invoice #71968)	1	\$3.00
TOTAL FEES: \$212.00		
Continue Application »		

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Payment Process

1. After Continue Application is clicked, the Payment Options page displays (shown). **Click** the button to the left of your method of payment selection (credit card or escrow account) (#1).
2. Next, **click** Submit Payment (#2).

The screenshot shows a web application interface for payment options. At the top, there is a navigation bar with links: Home, Land Development, Building (highlighted), and Fire. Below this is a search bar and a link to 'Create an Application'. The main content area has a heading 'Payment Options' with a yellow arrow pointing to it. Below the heading, there is a section titled 'Amount to be charged' with a yellow arrow pointing to it. Under this section, there are two radio button options: 'Pay with Credit Card or Bank Payment' (selected) and 'Pay with Escrow Account'. A yellow box with the text 'Select method of payment.' is overlaid on the selected option. At the bottom of the form, there is a blue button labeled 'Submit Payment »' with a red circle and the number '2' next to it. A red circle with the number '1' is next to the 'Amount to be charged' section. A small asterisk indicates a required field.

3. The Payment page displays. **Click** the button to the left of payment selection: Credit Card or Electronic Bank Payment (shown). Next, **confirm** the amount that displays.
4. **Click** Continue Payment (#1).

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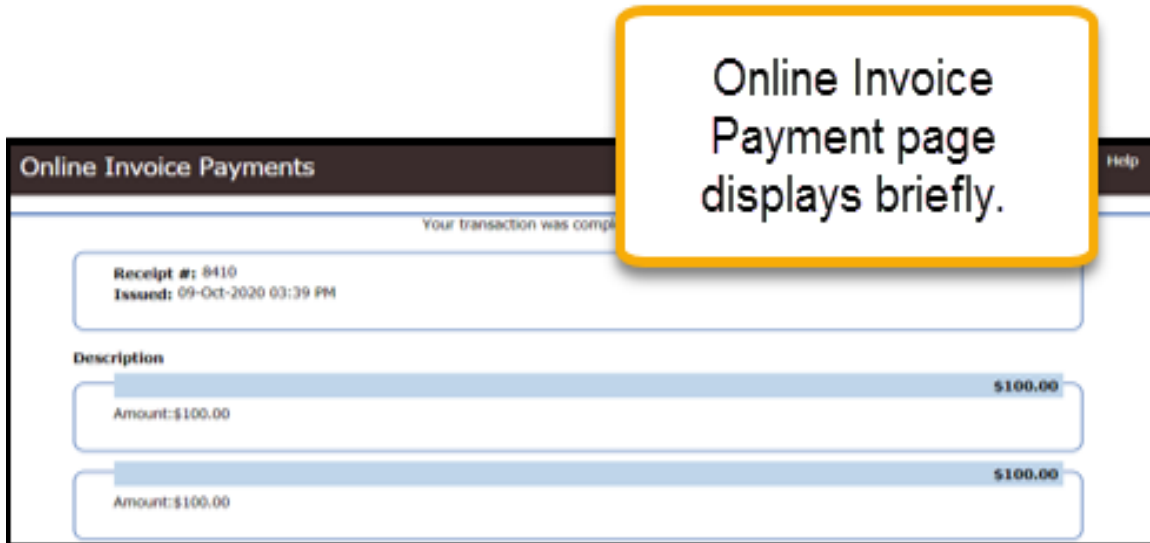
The screenshot shows the 'CITIZEN ACCESS for SAN ANTONIO' header. Below it, a red banner says 'Welcome to the City of San Antonio'. The main content area asks 'How would you like to make the payment?' with two radio buttons: 'Credit Card' (selected) and 'Bank Payment'. Below this is a 'Payment Amount' field showing '\$212.00'. A yellow box labeled 'Confirm amount.' points to this field. At the bottom, there is a red circle with the number '1' next to a 'Continue Payment >>' button, and a 'Cancel' button.

5. The Online Invoice Payments page displays (shown). We are using a credit card example. **Select** credit card type; **type** credit card information; **select** Expiration Date. Next, **click** "Make Payment" .

The screenshot shows the 'Online Invoice Payments' header. Below it, a section titled 'Payment from credit card' contains three fields: 'Card Type' (dropdown menu showing 'Master Card'), 'Card Number' (text input showing '5555444444444444'), and 'Expiry Date' (two dropdown menus showing '02' and '2023'). A yellow box with three numbered instructions points to these fields: '1) Select credit card type.', '2) Type credit card number.', and '3) Use drop-down to select expiration month and year.' Below the fields, a note says 'After clicking Make Payment, please do not refresh the page or press the back button on your internet browser.' At the bottom right, there is a 'SubTotal' of '\$112.00' and a 'Total' of '\$212.00'. A yellow box labeled 'Click Make Payment.' points to a 'Make Payment' button.

6. The Online Invoice Payment page displays briefly (shown). This is not the final receipt.

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7. A green banner displays (#1) with the message: *You have paid a fee associated to this record. Please print your record confirmation and retain a copy for your records.* **Click** Print/View Receipt (#2) to print or view your payment receipt. Fees are now paid.

